Apply for a National Insurance Number Content review

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Key: Added/changed Removed Comment

Link/page	Existing content	Amended content	Content comments
/version-14/	# Apply for a National Insurance number You only need to apply for a National Insurance number if you work, or plan to work, in the UK. A National Insurance number is used to track your tax contributions and benefit payments. It is not a form of identity. Find out more about National Insurance To apply online you will need to: - be in the UK - have the right to work in the UK - have a passport	# Apply for a National Insurance number You only need to apply for a National Insurance number if you work, or plan to work, in the UK. A National Insurance number is used to track your tax contributions and benefit payments. It is not a form of identity. Find out more about National Insurance. To apply online you will need to: - be in the UK - have the right to work in the UK	People are not always reading this statement, so it has been added to the confirmation statement on the check your answers page. **consider eligibility checker on front page/start page, with radio button checklist **times – check colon versus period on 8.30am – style guide for DWP says period, gov.uk says colon HINT TEXT: COMMAS FOR EXAMPLE, COMMA, then full stop.

	• have a [biometric residence permit (BRP)](#) **Start now** If you do not have a passport or BRP You can still apply for a National Insurance number if you do not have a passport or a BRP. Please call us on the number below. You will need to attend an interview at a local Jobcentre to prove your identity. **National Insurance number application line** Telephone: 0800 141 2075 Textphone: 0800 141 2438 Monday to Friday, 8am to 6pm Welsh language: 0800 141 2349 Monday to Friday, 8:30am to 5pm [Find out about call charges](#)	• have a passport • have a [biometric residence permit (BRP)](#) **Start now** If you do not have a passport or BRP You can still apply for a National Insurance number if you do not have a passport or a BRP. Please call us on the number below. You will need to attend an interview at a local Jobcentre to prove your identity. **National Insurance number application line** Telephone: 0800 141 2075 Textphone: 0800 141 2438 Monday to Friday, 8am to 6pm Welsh language: 0800 141 2349 Monday to Friday, 8:30am to 5pm [Find out about call charges](#)	
/version-14/nationality	# What is your nationality? [Help with nationality](#)	# What is your nationality? [Help with nationality](#)	INFO: filters out EEA citizens who are not eligible for the service at this point

	If you have <u>dual citizenship</u> please select the nationality which matches the passport you are using to make this application. Continue	If you have <u>dual citizenship</u> please select the nationality which matches the passport you are using to make this application. Continue	
/version-14/brp-number	# What is your biometric residence permit (BRP) number? Enter your biometric residence permit number For example RE1234567 <u>Help with biometric residence permit (BRP)</u>	# What is your biometric residence permit (BRP) number? Enter your biometric residence permit number For example, RE1234567. <u>Help with biometric residence permit (BRP)</u>	INFO: BRP and passport pages also act as filtering questions Image has proven very useful to users in user testing Full stop, comma

	A biometric residence permit (BRP) is a secure identity card which contains personal details and biometric information for those who have permission (a visa) to come to the UK for more than 6 months. You may already have a National Insurance number on the back of your BRP. It will look like this: **QQ 12 34 56 A** If you have a National Insurance number on your BRP you can begin using it straight away. More information about the BRP Continue	A biometric residence permit (BRP) is a secure identity card which contains personal details and biometric information for those who have permission (a visa) to come to the UK for more than 6 months. You may already have a National Insurance number on the back of your BRP. It will look like this: **QQ 12 34 56 A** If you have a National Insurance number on your BRP you can begin using it straight away. More information about the BRP Continue	
/version-14/passport-number	# What is your passport number? Continue	# What is your passport number? Continue	INFO: passport page can't have same useful image as BRP card page due to international variations on passport formats. However no users have yet discovered problems finding the relevant number/code on their passport.

/version-14/arrival	# When did you arrive in the UK? For example, 31 3 2019 Continue	# When did you arrive in the UK? For example, 31 3 2019 Continue	INFO: sometimes mistaken for question about date of birth in user testing. However this error is so far always discovered at the check your answers stage. Add full stop
/version-14/name	# What is your name? Enter your name as shown on your passport. First names Surname Continue	# What is your name? Enter your name as shown on your passport. First names Surname Continue	Pattern broken. Here's why. Our testing shows that users do not understand the design pattern's recommendations of "given/family" names for international users. In their view, they have been given all of their names by their family so it's confusing. When learning English they are taught the word "surname" early on into their learning, and on other English websites they will be asked for it in these terms. Additionally, using "family name" is particularly confusing due to massive international variations on inherited maternal and paternal names. In some countries, both are used. In

			others, one surname will be used as a first or middle name. Users from countries where family names are spoken first (e.g. China) do understand that things work differently in western countries and know their first name refers to their personal name. International users as a whole will refer to the name they are expected to give us here as their "English name." Some users have asked for a specific field for middle names, but this has not been added as it is particularly confusing for users without middle names and who are from cultures which do not give middle names. It is also confusing to users with two surnames, one belonging to each parent – some users will put one of these names into the middle name field instead of the surname field.
/version-14/q04-any-other-names-yn	**Has your name ever changed?** For example, because of marriage.	**Has your name ever changed?** For example, because of marriage.	Explanatory text added as many (largely male) users were asking under what possible circumstances they would ever change their name.

	Yes No Continue	Yes No Continue	
/version-14/name-changes	# Which part of your name changed? First names Surname Both Continue	# Which part of your name changed? First names Surname Both Continue	Testing very well with users.
/version-14/q04-1-other-names-details	# What was your name before it was Paddington Bear? First names Surname Continue	# What was your name before it was Paddington Bear? First names Surname Continue	

/version-14/date-of-birth	**What is your date of birth?** For example, 31 3 1980 Continue	**What is your date of birth?** For example, 31 3 1980<mark>.</mark> Continue	No problems yet with any users entering American date formatting. Add full stop
/version-14/male-female	**Are you male or female?** Male Female <u>Help with this question</u> We are collecting this information because our IT systems will not work without it. It is also used for monitoring purposes, to ensure we are not discriminating on you based on how you identify. Unfortunately our current technology does not allow us to collect any additional information about your gender identity. Your gender will not affect your application for a National Insurance number. If you have	**Are you male or female?** Male Female <u>Help with this question</u> Your gender will not affect your application for a National Insurance number. If you have a gender-neutral passport, prefer to self-describe, or prefer not to say, please enter whichever gender you feel most comfortable with. We are collecting this information because our IT systems will not work without it. It is also used for monitoring purposes, to ensure	Against you vs on you – correction from MCR design review Pair writing with Trish Lilley, Data Guardian, tbc <mark>Switching paras over to reassure first, inform second</mark> The Question. Outline of issues: - Users object to this question and do not know why are asking it, particularly since we're not asking for other information such as ethnicity or religion - This information is not required in order to allocate a NINo - Collecting it may therefore break GDPR

	a gender-neutral passport, prefer to self-describe, or prefer not to say, please enter whichever gender you feel most comfortable with. Continue	we are not discriminating <mark>against</mark> you based on how you identify. Unfortunately our current technology does not allow us to collect any additional information about your gender identity. Continue	- It does not affect tax, pensions, or a multitude of other services - However it is a mandatory field in CIS and subsequent legacy systems - We have also been informed it may be used for monitoring, although nobody has been able to clarify what is monitored and whether this data point is drawn from CIS or whether it comes from elsewhere - 1.7% of people are intersex - 1% of people are transgender - These people will suffer gender dysphoria as a result of being asked this question by a government entity - We are not making it clear whether we are asking for sex or gender and as yet nobody is able to clarify this point - Orgs who have strongly advised against this include Stonewall, TELI, GDS, DWP equalities and legal teams - DWP won a Supreme Court case in 2017 on the promise that CIS would be phased out shortly afterwards. Therefore

			a second challenge would most likely be lost - Design team is strongly against including this question
/version-14/address	**Your address in the United Kingdom (UK)** We will send you a letter to confirm we've received your application, and another to tell you about our decision. We may also ask for more information to support your application. What is your postcode? We will use a postcode to search for your address. <u>Help with postcode</u> A UK postcode is the last part of your address and is made up of letters and numbers (for example NE98 1YX). Continue	**Your address in the United Kingdom (UK)** We will send you a letter to confirm we've received your application, and another to tell you about our decision. We may also ask for more information to support your application. What is your postcode? We will use a postcode to search for your address. <u>Help with postcode</u> A UK postcode is the last part of your address and is made up of letters and numbers (for example, NE98 1YX). Continue	Tests very well. Add comma

| /version-14/address-results | **Select your address**

Postcode: SW1 1AA   Change

Select an address
        3 addresses found   30 Springbank Road, Newcastle upon Tyne   32 Springbank Road, Newcastle upon Tyne   34 Springbank Road, Newcastle upon Tyne
My address is not listed

Continue | **Select your address**

Postcode: SW1 1AA   Change

Select an address
        3 addresses found   30 Springbank Road, Newcastle upon Tyne   32 Springbank Road, Newcastle upon Tyne   34 Springbank Road, Newcastle upon Tyne
My address is not listed

Continue | Trialled a new address select with improved accessibility, but this involved typing a building name or number to control their volume of results so that radio buttons could be used on this page. However users commonly entered the full first line of their address so we reverted to pattern for address lookup. For example users would enter "32 Springbank Road" in full instead of just "32" |
| /version-14/email-address | **What is your email address?**

We will send you an email to confirm we've received your application. We may also email you if we have any questions about your application.

I don't have an email address | **What is your email address?**

We will send you an email to confirm we've received your application. We may also email you if we have any questions about your application.

I don't have an email address | |

	Continue	Continue	
/version-14/phone-number	# What is your phone number? We may call you if we have any questions about your application. For international numbers include the country code. For example +44 0808 157 0192. I don't have a phone number Continue	# What is your phone number? We may call you if we have any questions about your application. For international numbers include the country code. For example, +44 0808 157 0192. I don't have a phone number Continue x	Add comma

| /version-14/check-your-answers | | # Check your answers before sending your application

Personal details

Your name

Paddington Bear

[Changename](#)

Old names

Yes

[Changeany other names](#)

Date of birth

1 September 2014

[Changedate of birth](#)

Sex

Male | Order of items changed after meeting between HG and JH. Order matches order of input, but reversed to show priority information (to user) first: users anticipate seeing name etc first as this is more important and relevant to them than passport no etc.

Information is chunked to ensure thorough and easy reading for users.

Adding to confirmation statement after BA feedback from Iwan and user testing which shows people do not read the start page text closely. |

The GOV.UK mockup image contains:

Check your answers before sending your application

Personal details

Your name	Isabella Alto	Change
Old names	Maria Pérez	Change
	Maria Garcia	
Date of birth	12 July 1998	Change
Sex	Female	Change
Nationality	Australian	Change
Address	30 Springbank RoadNewcastle upon Tyne NE6 5AD	Change
Telephone number	07945 345 873	Change
Email address	isabella@gmail.com	Change

Identification and arrival

Biometric residency permit number	RE1234567	Change
Passport number	PA1234567	Change
Arrived in the UK	15 May 2006	Change

Now send your application

By submitting this application you are confirming that, to the best of your knowledge, the details you are providing are correct.

Accept and send

[Changesex](#)

Nationality

Peruvian

[Changenationality](#)

Your UK address

30 Springbank Road
Newcastle upon Tyne
NE2 9PQ

[Changeyour uk address](#)

Telephone number

01234 567 890

[Changetelephone number](#)

Email address

paddington@bear.com

[Changeemail address](#)

Identification and arrival

Biometric resident permit number

RE1234567

[Changeother nationalities](#)

Passport number

0987654321

[Changepassport number](#)

Arrived in the UK

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1 September 2018

[Changearrived in the UK](#)

Now send your application

By submitting this application you are confirming that, to the best of your knowledge, the details you are providing are correct. <mark>You are also confirming that you are currently living and working, or planning to work, in the UK.</mark>

Accept and send

/version-14/confirmation

Application sent

Your application reference number
HDJ2123F

	What happens next We will contact you by **15 March 2020** with a decision about your application. You can start work or apply for a job before you get your National Insurance number. An employer should know how to register you on their payroll system while you wait for your National Insurance number. They might ask you for some proof of your right to work in the UK. If you do not hear from us by **15 March 2020**, or if you change your address, call us on **0800 141 2346**. You will need your reference number if you call us. Find out about call charges	**What happens next** We will contact you by **15 May 2020** with a decision about your application. You can start work or apply for a job before you get your National Insurance number. An employer should know how to register you on their payroll system while you wait for your National Insurance number. They might ask you for some proof of your right to work in the UK. If you do not hear from us by **15 March 2020**, or if you change your address, call us on **0800 141 2346**. You will need your reference number if you call us. Find out about call charges	Updating for testing purposes